



Career Service Authority

Permit Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory work over employees engaged in providing customers with general code information, guidance, and plan submittal criteria and evaluating permit applications to determine if necessary code and plan submittal criteria have been met.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory work over employees who perform entry level plans review work. This class is distinguished from a Plans Review Supervisor that performs supervisory work over employees engaged in plans review work reviewing and approving a wide range of plans and complex zoning and use permit applications for the construction and/or remodeling of various structures and public infrastructure for compliance to applicable codes, policies, and standards. The Permit Supervisor is distinguished from a Plans Review Technician that performs entry level plans review work including providing customers with general code information, guidance, and plan submittal criteria and evaluating permit applications to determine if necessary code and plan submittal criteria have been met.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Plans Review Technicians and/or other classes at the same type and level of responsibility.

ESSENTIAL DUTIES

Supervises the work of plans review staff in the performance of permit processing functions and ensures a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of plans review staff members, provides technical assistance to staff, and establishes unit and staff work goals and objectives.

Trains new staff members on applicable requirements and standards for plans review, orients staff with appropriate policies and procedures, and ensures that work conforms to established standards.

Ensures that staff prepares comprehensive records and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, coordinates activities with event organizer(s), involved organizations or individuals, City personnel, affected citizens, and neighborhoods and resolves operational problems.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Interpretation – Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Associate Degree in Business Administration, Management, or a related field.

Experience Requirement:

Three years of experience at the type and level of Plans Review Technician (providing the public with code information, guidance, and requirements that comply with codes, standards, and related city regulations).

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Completion of Career Service Authority supervisory training courses prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/01/2001

REVISED DATE: Patricia Anderson

REVISED BY: 03/01/2007

CLASS HISTORY

This class has been revised and updated. The job responsibilities have been changed to accurately describe the work performed by incumbents in the class. The minimum education requirement of a baccalaureate degree has been changed to an associate degree and the minimum experience has been changed to assist hiring agencies recruit candidates with plans review experience.